

ABSTRACT

- A computerized system and method for managing electronic data over a telecommunications medium indicative of consumer-related and product-related information pertaining to the transport of a product or products between a point of origin and a point of destination. The computerized system includes a database
- 5 containing consumer-related and product-related data files that may be used for generating bills of lading, return authorizations, and delivery and return barcode labels. A portable computing device is provided that is capable of scanning barcodes. A person delivering a product or picking up a product for return may use the portable
- 10 computing device to scan a unique customer number associated with the delivery or return. Delivery and return barcode labels may include a unique customer number and the associated product's model and serial numbers. Barcode labels are also provided so that a person picking up a product for return may scan various barcodes expressing data indicative of the reason for returning the product, whether the product
- 15 is damaged, where the product is damaged as well as other information pertaining to the product being returned. Data entered into the portable computing device may be downloaded into a remote computer for transmittal over a telecommunications medium to a central computer system. A data processing module of the computer system updates or populates records of the database that are associated with the data
- 20 input into the portable computing device. If a product is being returned the consumer is credited for the return when all conditions for an authorized return are met. A notification may then be sent to a financial services group to account for the consumer being credited for the return. A notification may also sent to a financial services
- 25 group for events that require an adjustment to a customer's invoice such as the customer requesting services be performed during delivery of product that are in addition to what was on an original customer order.